

Military Health System Conference

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What Kevin Asked for...

- “Please tell me what you’re going to do before you do it.”

- **MAKE A PLAN**

- “Please talk to each other.”

- **BE A TEAM**

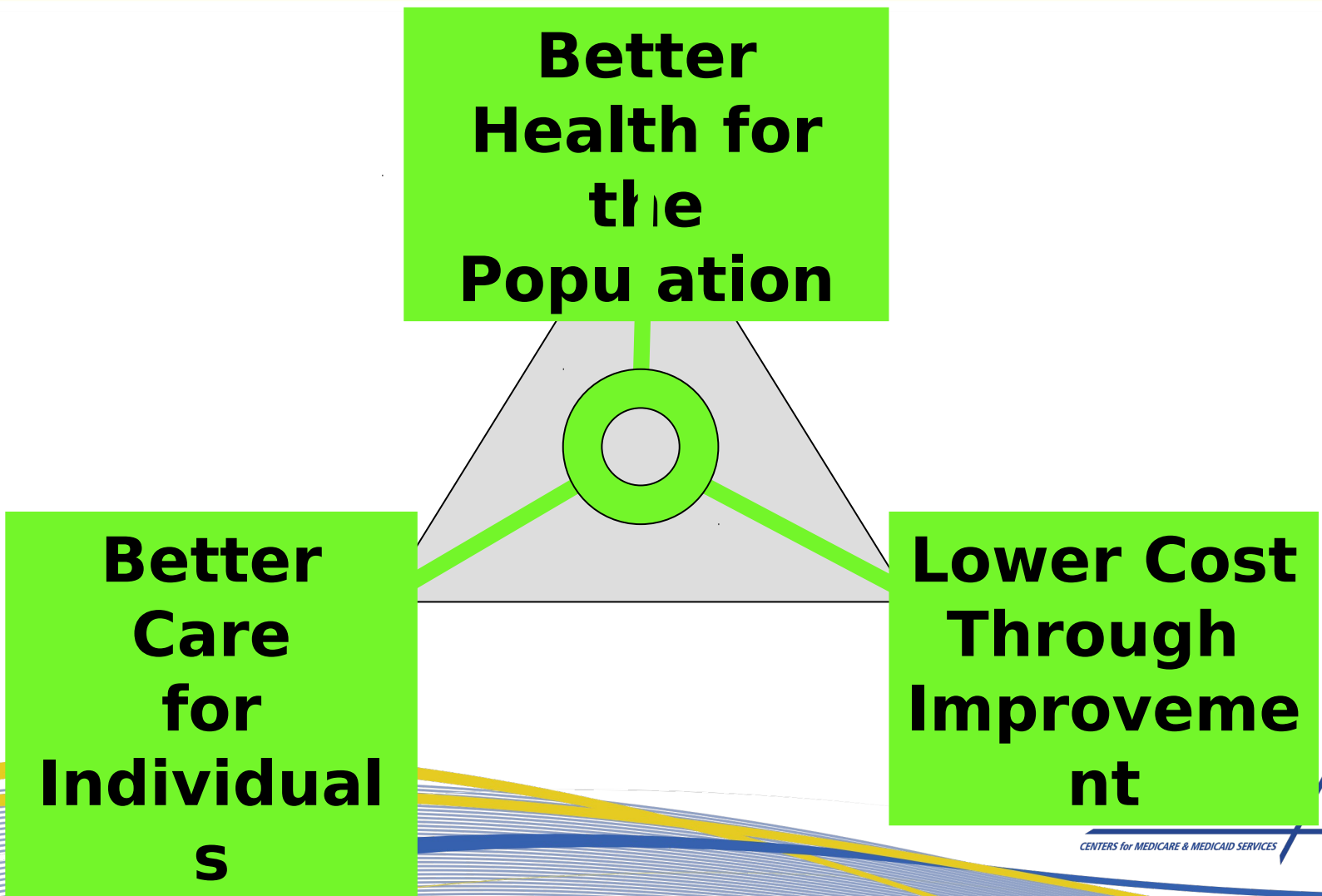
- “Please ask me what I think.”

- **YOU ARE GUESTS IN MY LIFE**

Vision

**CMS is a major force
and a trustworthy
partner for the
continual
improvement of
health and health
care for all
Americans.**

The “Three-Part Aim”



Partnerships

- Learning from one another
 - Medical homes
 - Patient-centered care
 - Implementing shared aims –
 - Better care, Better Health, Lower Cost through Improvement

Operating Values

***How shall we work together
and with others?***

1. Boundarilessness
2. Speed and Agility
3. Unconditional Teamwork
4. Valuing Innovation
5. Customer Focus

CMS Strategic Areas of Focus

1. Excellence in Operations
2. Improve Care for Individuals
3. Integrate Care for Populations
4. Improve Health for Populations and Communities

Strategic Area 1: Excellence in Operations

1. Excellence in Operations

“The Best Place to Work in Government.”

“Achieve unprecedented pride and joy in work in the entire CMS workforce, and a reputation in government and the private sector for speed, responsiveness, reliability, and cooperation.”

1. Excellence in Operations

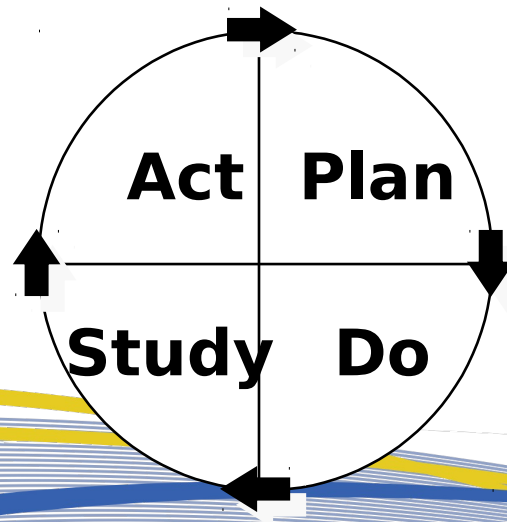
- **Improve Work-Life Survey Results**
- **Protect the Trust Fund and Scarce Medicaid Dollars**
- **Simplify Our Work and the Non-Value-Added Demands We Make on Others**
- **Establish the Innovation Center**
- **Improve CMS Information and Information Technology**
- **Harness GME Funding Strategically**
- **One CMS - Full Integration between Central Office and Regional Offices**

Model for Improvement (Nolan, et al.)

What are we trying to accomplish?

How will we know that a change is an improvement?

What changes can we make that will result in an improvement?



CMS Innovation Center

- Flexibility to rapidly test new care and payment models
- Ability to test, evaluate and scale-up new delivery and payment models
- Scale up successful models
- Positioning to transform CMS payment policies over time.
- Partnering across health care system

1. Excellence in Operations

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Strategic Area 2: Improve Care for Individuals

“Lead and support substantial, measurable improvements in care for all Americans in all dimensions of the Institute of Medicine’s six Aims for Improvement.”

New Medicare Benefits for 2011

- No out-of-pocket costs for “Welcome to Medicare” exam
- Annual wellness visit
- Certain free preventive services
- 50% discount on brand name drugs for beneficiaries in the “donut hole”
- 10% bonus for primary care providers

Aims for Improvement

- Safety
- Effectiveness
- Patient-centeredness
- Timeliness
- Efficiency
- Equity

Aims for Improvement

- No Needless Deaths
- No Needless Pain or Suffering
- No Helplessness for Patients or Those Serving Them
- No Unwanted Waiting
- No Waste
- ...For Anyone

2. Improve Care for Individuals

- **Improve Patient Safety**
- **Implement Affordable Care Act Quality-of-Care Provisions**
- **Smooth Medicaid-CHIP-Exchange Eligibility Processes**
- **Conditions of Participation - Initiate a Multi-Year Review and Inventory**
- **Coverage Determination - Initiate a Multi-Year Review and Improvement**

Strategic Area 3: Integrate Care for Populations

“Encourage and support innovations that lead to seamless, coordinated care for all Americans whose health, function, and satisfaction depend on it.”

Strategic Area 3: Integrate Care for Populations

- **Help Accountable Care Organizations Thrive**
- **Help Dual Eligible Beneficiaries Get Better Care**
- **Strengthen Medicare Advantage**
- **Increase Utilization of Medical and Health Homes**

ACO Principles

- Put the patient and family at the center
- Have a memory about patients over time and place
- Attend carefully to handoffs, especially as patients journey from one part of the care system to another.
- Manage resources carefully and respectfully
- Be proactive
- Be data-rich..
- Innovate in the service of the Triple Aim: better and better patient care, better population health, and lower cost through improvement.
- Continually invest in the development and pride of its own workforce, including affiliated clinicians

Strategic Area 4: Improve Health of Populations and Communities

“Extend the lives and vitality of all Americans by helping to reduce the causes and risk factors for ill health – both physical and emotional.”

4: Improve Health of Populations and Communities

- **Reduce Heart Attacks and Strokes**
- **Reduce Disparities**

Thank you